OAKLEY HEALTH GROUP

Newsletter - September 2026



OAKLEY HEALTH GROUP PATIENT SURVEY 2026

Throughout the month of September we welcome patients registered with the Oakley Health Group to complete our 2026 Patient Survey.

This survey will be sent out to the 417 Newsletter Group PPG members, as well as the poster being put on the TV screens, by the check in screens in each reception, a link on our website and added to our Facebook and Instagram pages.

If you are unable to use the QR code on the poster, you may pick up a paper copy in one of the waiting rooms which you can complete and hand in to reception or click on the following link:

https://forms.cloud.microsoft/pages/responsepage.aspx?id=slTDN7CF9UeyIge0jXdO41HUo2b_x7NJs4vNMEv4xr9UQlhRQzRBSzdVN1RLRUJIMjBPTTNYVDlJRy4u&route=shorturl

WHY DO CLINICIANS SOMETIMES RUN LATE?

Many of our patients have experienced it at some point: arriving on time for an appointment only to find that the clinic is running behind schedule. We appreciate that waiting can be frustrating, however, there are often good reasons why our clinics occasionally overrun.



Unexpected medical emergencies

Clinicians may have to deal with unexpected urgent cases throughout the day. A patient may become seriously unwell during a consultation, requiring immediate attention and potentially affecting the schedule for everyone else. The emergency may require the assistance of more than one clinician, meaning that more then one clinic may be affected.

Sensitive conversations take longer

Sensitive conversations can take longer than planned. Discussions about mental health, bereavement, safeguarding concerns, life changing diagnoses, or end-of-life care often require time, compassion, and careful consideration. Rushing these appointments would not be appropriate.

Increasing numbers of patients

There is a growing demand on Primary Care services. GP practices are managing increasing numbers of patients, often while facing staffing pressures and limited resources. While we work hard to keep appointments running on time, healthcare is ultimately centred on people rather than the clock. The extra time given to one patient today may be the extra time that another patient may need in the future.

Sickness

Sometimes if a clinician is unwell and is unable to see their patients, their colleagues will squeeze some of the patients who are waiting into their appointment schedule, causing a delay for the patients on their list.

Training

We are a training practice, and you may find that there are trainees who are observing or carrying out an appointment with supervision. Trainees may sometimes require advice or guidance during the consultation which can mean that the appointment is longer than planned.

Thank you for your patience

We greatly appreciate our patients' understanding and patience when delays occur. We make every effort to minimise waiting times while ensuring that every patient receives safe, thorough, and compassionate care.

Please note, the Oakley Health Group website is:

www.oakleyhealth.org

NHS PHARMACY CONTRACEPTION SERVICE

The Pharmacy Contraception Service (PCS) is a free service available in selected pharmacies, allowing individuals to access oral contraception without a prescription.

This service aims to provide greater choice and access to contraception. You can also book appointments online or be referred by NHS providers such as your GP or sexual health clinic. To find a pharmacy offering this service, you can use the NHS service finder:

https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy-offering-contraceptive pill-without-prescription



The Pharmacy Contraception Service now includes:

- ongoing monitoring and supply of oral contraception prescriptions
- the initiation of oral contraception. This allows people to request a supply of the contraceptive pill for the first time directly from their pharmacy, rather than from their GP or sexual health clinic
- supply of oral emergency contraception



UNDERSTANDING YOUR TEST RESULTS

A patient's medical record is written to help healthcare professionals treat someone and look after them with their best interests at the core of all that they do. This means that a patient may not understand all that they read in their notes.

It is important that a patient understands what is "normal" for them, particularly if they have a long term illness, as their results will differ to the "normal" reference range noted in general.

It is important to follow the advice of the healthcare professional and always look out for the comments attached to your results.

REFERENCE RANGES

Reference ranges can be found next to your blood results, these are standardised and do not take into account gender, age, ethnicity or health conditions. A blood result may flag as being abnormal but for the patient it is within their "normal" range, always follow the advice of the clinician who interprets the result.

The medical significance of a single result that is slightly high or slightly low may be difficult to determine, so a clinician may ask the patient to repeat a test and review the results from previous tests for a comparison.

A test result that is outside of a reference range may signal your doctor to further investigate your condition, or they may want you to retake the test after a short period of time to see if they resolve on their own.

HOW WILL I BE NOTIFIED OF MY RESULTS?

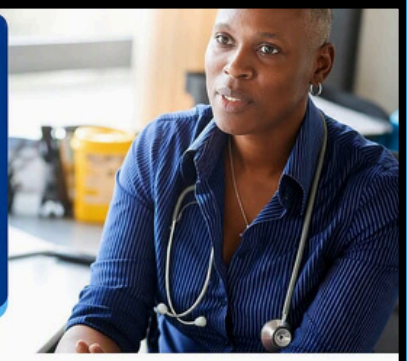
Most tests are analysed within one week of the sample being sent to the lab, however there are certain tests which require up to several weeks to be analysed. If you have a urine test, it may take some time to grow the bacteria and see which antibiotics will work.

If your tests have come back as "normal" you will not be contacted by the surgery, we encourage patients to download the NHS App so that they can review their results online. However, if after a week you are still unable to see your results, you may call the surgery for more information.

If your test results require action but it is not urgent, the clinician may contact you in a comment beside the test results to ensure that you follow the next steps, e.g. collect a prescription or book an appointment.

If your test results require urgent action, you will be contacted immediately to discuss what action needs to be taken.

Why can it sometimes be difficult to get an appointment?



General Practice is open and is offering face to face appointments, but it is also...

Facing unprecedented demand which is outweighing capacity.
Many more patients than ever are contacting the practice, making it harder to secure an appointment when you need one.

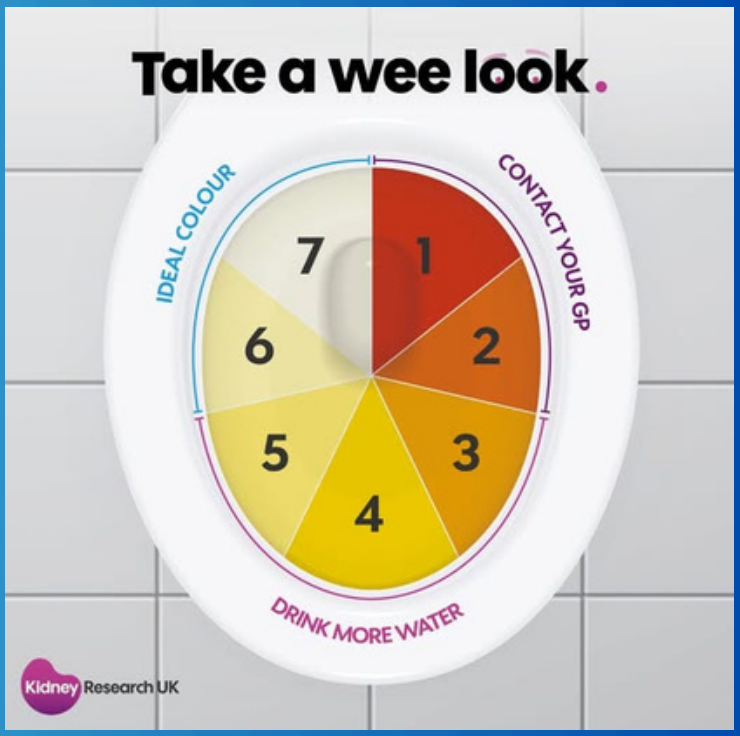
Dealing with increased patient list sizes, with an ageing population, and more complex health needs.
These factors all mean more appointments and support are needed.

Facing staff sickness and shortages.
General Practice is struggling to recruit for vacant posts, and find locum cover so that patients can still be seen if a colleague is sick or absent.

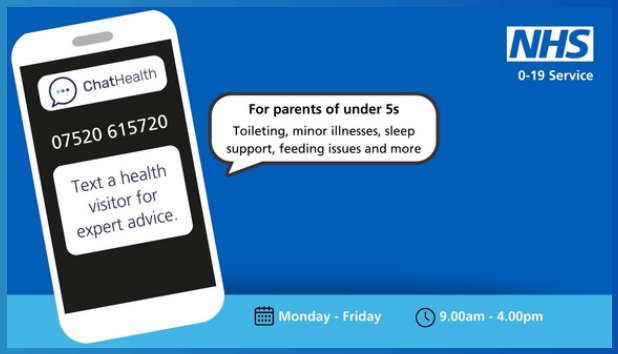
Being affected by the backlog elsewhere in the NHS.
Delays in hospitals and other NHS services can impact the care we are able to provide.

Thank you for your understanding
Our team is working hard every day to provide the best possible care for our patients.
Please be patient and kind to our staff – they are here to help you.

Take a wee look.



Kidney Research UK



OAKLEY HEALTH GROUP

THE OAKLEY HEALTH GROUP WILL BE CLOSED
FROM
12.30PM - 6.30PM
ON
THURSDAY 24TH SEPTEMBER
FOR
ESSENTIAL TRAINING

WE ARE SORRY FOR THE INCONVENIENCE
oakleyhealth.org

Local doctors & nurses will be working, if you need urgent medical advice when we are closed call the NHS 111 service.

Urgent treatment, walk-in and minor injury centres will be open.

A&E or 999 only for those who are seriously injured or critically ill.

FLU & COVID CLINICS

Saturdays at Yateley Medical Centre on
3rd, 17th October
&
7th November

Weekday clinics will also be available at Hartley Corner and Monteagle Surgeries

BY APPOINTMENT

Eligible FLU Patients are:
- Patients turning 65 by 31st March 2027
- 18 - 64 year olds at risk



Eligible COVID Patients are:
- Patients over 75 years old
- 18 - 75 years olds who are immunocompromised

NHS

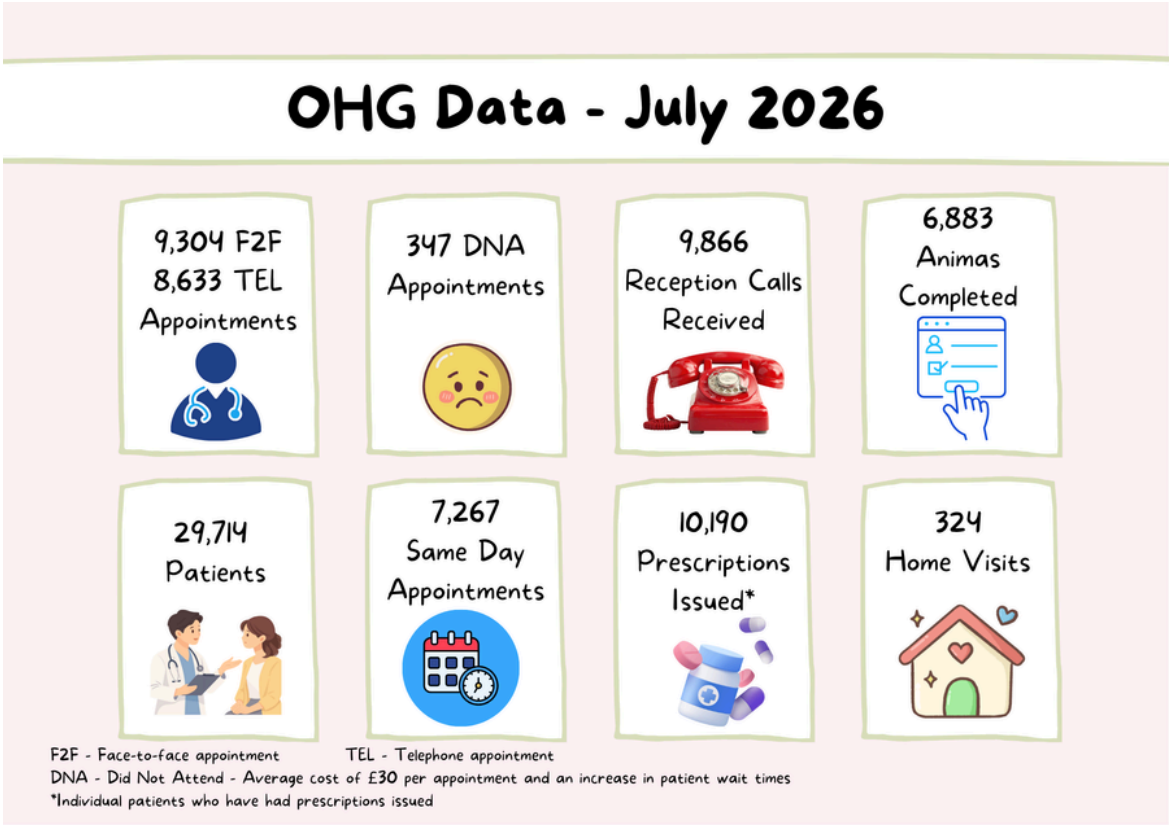
Have you been invited for a screening?
Book it today.



Screening can make a real difference.

- Finds problems early, often before symptoms appear
- Gives you peace of mind
- Helps prevent serious illness
- Quick and simple appointments
- £0 Free on the NHS
- Supports better long-term health





REPORT FROM THE PATIENT PARTICIPATION GROUP COMMITTEE

WHAT IS A PATIENT PARTICIPATION GROUP (PPG)?

GP practices want to ensure that patients, carers and families are represented and heard. PPGs are a crucial ally and resource for practices whereby it is encouraged to openly discuss the challenges and pressures facing General Practice.

The Oakley Health Group (OHG) PPG Committee consists of volunteers who are patients at the OHG. The Committee liaises between the OHG and other patients to discuss the services on offer, questions raised and any improvements that can be made for the benefit of patients and the practice alike. The PPG Committee meets regularly with every other meeting having a GP, James Beesley (Business Manager) and Sarah King (Patient Liaison Manager) present.

Since its inception, we have influenced changes to the way Anima has evolved, and is still evolving, flagging up anomalies and reporting back to the OHG. This has resulted in changes that help to make it more user-friendly for patients. We discuss funding on a regular basis to get an insight into how funding is spent and highlight the problems facing GP practices, patients and the NHS in general. We have an input regarding changes to OHG annual surveys plus we instigated the monthly Newsletter which has some very informative articles and news that helps make communication with patients more accessible.

WHAT IS THE NEWSLETTER GROUP, WITHIN THE PATIENT PARTICIPATION GROUP?

With 30,000 registered patients it is impossible for everyone at the OHG to be on the Committee, so how do we get what we hear at our meetings out to all patients? The answer is the monthly Newsletter, but this will only go out to those patients who have signed up to the Newsletter Group which gives OHG permission to send the Newsletter electronically. As a member of the Newsletter Group you will be able to contact us with any questions or comments you want answers to, which will then be discussed at the meetings, however, these must not contain complaints, grievances or medical problems.

HOW TO JOIN THE NEWSLETTER GROUP

Patients can join the Newsletter Group by using the QR code on the various posters dotted on noticeboards around Yateley (Waitrose is probably the easiest to find). There is also a link on the OHG website or ask for a paper registration form to hand in at reception. Once your email permission is given, and you have signed up to the Newsletter Group, the Newsletter will be sent out electronically monthly. For those who are not able to receive it electronically, paper copies can be provided. It is also available on the OHG website.

https://oakleyhealth.org/patientgroup

If you would like to give the Patient Participation Group (PPG) your feedback, email frimleyicb.ohg.communications@nhs.net & include the title "PPG". We are your voice. Also if you know of anyone who would like to become a member of the Newsletter Group, they can register through the OHG website, or speak to a receptionist.

Please note we cannot discuss any medical problems or any complaints – these should be dealt with OHG directly.